

**SOUTH DAKOTA  
COUNSELING**

**CLIENT GRIEVANCE PROCEDURE**

1. If you feel that any of your rights as a client at the treatment program have been violated; please discuss the matter immediately with your counselor. They will attempt to resolve your concern(s) in a prompt and efficient manner.
2. If you are not satisfied with the response that the counselor has given you, you have the right to bring questions and concern(s) regarding your rights to the Clinical Supervisor. They will fully investigate the situation and will respond with options within 24 hours.
3. If the Clinical Supervisor does not resolve the concern(s) you have the right to appeal to the program director. The appeal must be in writing, signed, and dated. The director will either resolve the issue or refer you to the Advisory Committee or Board of Directors within 48 hours.
4. The Advisory Committee or Board of Directors will hear the concern(s) during its regularly scheduled meeting and respond to you in writing. The decision of the Advisory Committee or Board of Directors is final.

\_\_\_\_\_  
Client Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Counselor Signature

\_\_\_\_\_  
Date

**••••• CONFIDENTIAL •••••**

*This information has been disclosed to you from records whose confidentiality is protected by Federal Law. Federal regulations prohibit you from making any further disclosure of it without the specific written consent of the person to whom it pertains or as otherwise permitted by such regulation. A general authorization for the release of medical information is not sufficient for this purpose.*